



TRICARE Europe Prime Remote

TEO FS-7

"Your Passport to Quality Health"

Fact Sheet

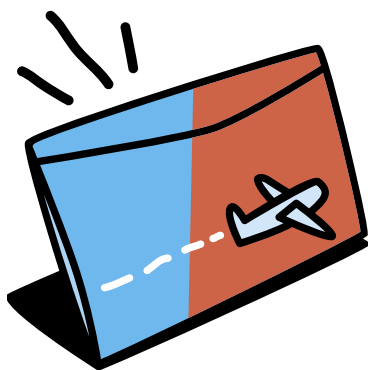
As an active duty service member serving in a remote overseas location or with a geographically separated unit, you and your family will receive the majority of your medical care from local host nation providers. We know receiving health care in remote countries can be a challenge — you are often faced with stark cultural differences, language barriers, and different medical norms without the support infrastructure that many overseas members enjoy at major bases and posts. That's why we are working hard to make your remote health care program as seamless and convenient as possible. We are here to help you locate health care providers, file claims, and help you with any questions you may have — whether you live in Europe, Africa, or the Middle East.

Where to Go for TRICARE Information

There may not be a military treatment facility or U.S. military medical staff at your remote location, but that doesn't mean you can't expect great support. Here's how you can get help:

○ **TRICARE Point of Contact.** Most overseas remote locations have a medical liaison or TRICARE POC who can answer questions and help with medical translation or claims. POCs can fax medical claims to the TRICARE Europe claims processor and receive payment checks for hand-delivery to the recipient. For the name and location of your local medical/dental POC, contact the TRICARE Europe Office at DSN 496-6320 or commercial 00-49-6302-67-6320.

○ **TRICARE Europe Central TRICARE Service Center (CTSC).** The CTSC, located at Sembach Air Base, Germany, can assist with TRICARE Prime Remote enrollment, referrals to military treatment facilities, claims processing and aeromedical evacuation. Contact them at DSN 496-7433 or commercial 00-49-6302-67-7433. Toll free from CONUS at 1-888-777-8343 (select Option #1) and from overseas locations (using your local AT&T toll-free access number) at 866-TEUROPE (866-838-7673).



Eligibility for TRICARE Prime Remote

All active duty members assigned to geographically separated units are enrolled in TRICARE Europe Prime Remote (TEPR). Active duty family members residing with their sponsor in remote overseas locations may enroll in TEPR through the CTSC.

Overseas remote locations are defined as assignment areas that are over 50 miles (or more than one hour drive) from a military treatment facility.

How 'Prime Remote' and 'Prime' Differ

Prime Remote is a lot like Prime, but we've added a number of special features that make it easier for remote members to take care of their health care, including:

○ Local POCs to help members with TRICARE questions or concerns.

○ Elimination of the requirement for active duty family member pre-authorization for civilian medical care rendered at the remote site

○ Wisconsin Physician Services (WPS), the overseas claims processor, will pay all billed charges for covered civilian care.



Active Duty Military Medical Care

Active duty members who require emergency treatment or hospitalization should seek care at the nearest medical facility that offers emergency services. Contact your unit as soon as possible after the care is received. All routine care requires a payment authorization which is documented on SF 1034, Public Voucher for Purchases and Services other than Personal (for Army and Air Force Members) or NAVMED Form 6320/10, NonNaval Health Care Claim Form (for Navy and Marines Members).

Active Duty members in remote areas must have authorization for any routine medical care, but in many areas commanders or certifying officers can approve non-emergency civilian medical care up to \$500 per episode of care. If the charge is more than \$500, Service approval is required (procedures vary depending on Service). All AD claims for civilian medical care received both overseas and in CONUS must be sent to WPS at this address:

**TRICARE Europe
WPS - Active Duty Claims
P.O. Box 7968
Madison, WI 53707-7968**

Family Member Medical Care

Active duty family members have a choice of enrolling in TRICARE Europe Prime Remote or electing medical coverage under TRICARE Standard. Either way, you can find providers where you live if you contact your nearest U.S. Embassy/Consulate. These agencies can provide you with a list of local providers who meet U.S. medical standards and have a history of high quality service to U.S. TRICARE patients. For Prime-enrolled ADFMs living with their military sponsor in a remote location, there is no requirement for pre-authorization for civilian medical care received at the remote location (except for inpatient mental health services).

However, *authorization is required for care sought from host nation providers in countries serviced by a military treatment facility*. Before receiving any medical care, check with your TRICARE Service Center to ensure the services you require are covered under the TRICARE program. With TRICARE Europe Prime Remote, you will have no cost shares or deductibles for covered health care services received from host nation providers overseas.

Submit ALL Active Duty Family Member claims, whether enrolled in TRICARE Prime Remote or TRICARE Standard, to:

**TRICARE Europe
WPS-Claims Processing
P.O. Box 8976
Madison WI 53708-8976**

Claims Processing in Remote Locations

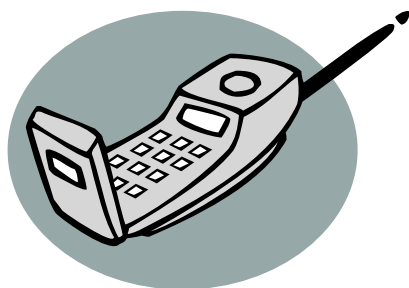
If you incur a charge, bring the bill, claim form and any other medical documentation to your local Remote Site POC or contact your TRICARE Service Center for claims processing assistance. All claims must be filed no later than one year after the services are provided, or, for inpatient care, one year from the date of discharge. Please use your overseas address on claim forms. For all TRICARE Europe beneficiaries, claims may be submitted on a TRICARE Claim Form (DD Form 2642) only. For more help on filing a claim, see **Fact Sheet 9 : The Basics of Claim Processing**.

Medical Evacuation Services

If you need to be flown to a U.S. military treatment facility for special care or have an emergency and need rapid medical evacuation, you are covered. If this situation ever arises during your remote tour, it's important that you know what to do. Your first step is to contact your remote site POC. This person can help you contact the right agencies and help you determine if medical evacuation is the right choice for you. If you cannot reach your POC, call the Theater Patient Movement Requirements Center (TPMRC). This agency is co-located with the 86th Aero medical Evacuation Squadron at Ramstein AB, Germany, and has staff on duty and on-call 24-hours a day. The TPMRC coordinates and communicates patient movement needs with the Army, Navy, and Air Force. The different services, in turn, carry our patient movement missions in the European and Central Command areas of responsibility (Europe, Africa, and the Middle East).

Need Help?! Call TRICARE Europe's Central TRICARE Service Center.

Call DSN 496-7433, commercial 00-(49)-(0)6302-67-7433, or toll-free 866-TEUROPE (through your local toll-free access number) if you have questions about your TRICARE



medical benefit. You can also e-mail general benefit questions to TRICARE Europe at:

TEUROPE@europe.tricare.osd.mil

Contact the TPMRC for urgent, priority and routine patient movement at:

DSN: 480-8040/2235/2264

FAX: 480-2345

CIV: (49)-6371-47-8040/2235/2264

E-mail: tpmrceurope@ramstein.af.mil (DO NOT use e-mail for urgent or priority requests)

Msg. Address: TPMRC EUROPE RAMSTEIN AB GE



Please schedule medical airlift appointments very carefully! It is extremely difficult to change appointment dates and times once they have been made.

"Stork Nesting" program

If you are stationed at a remote site or live near MTFs without obstetric services, the "Obstetric Stork Nesting" program may be available for you. This program allows a pregnant woman to temporarily reside near a military treatment facility with obstetric services. Contact your TRICARE Service Center for further information.

Dental Care in Remote Areas

The TRICARE Europe Office (TEO) maintains a list of host-nation dental care providers located in remote areas. The list is available on the web at <http://www.europe.tricare.osd.mil> (click on the 'Dental' button).

The quality of dental care available in remote areas depends on several factors, including the country where the provider received dental training and the standards of the country in which he or she practices. Costs may also vary greatly from country to country. Host-nation providers may request payment up front before providing any dental services. You may also receive any necessary dental care when you are visiting or TDY/TAD to a military facility with a dental clinic (for family members, this applies to overseas dental clinics only).

Active Duty Dental Care. As with active duty medical care, military members will typically receive routine dental care on the local economy after receiving pre-authorization from his or her local commander. Dental treatments that cost more than \$500 must have pre-approval from the TRICARE Europe Dental Office at 49(0)6302-67-6358. To file dental claims, follow the procedures for filing medical claims.

Family Member Dental Care. Family members may enroll in the TRICARE Dental Program (TDP). A paid insurance plan, the TDP has the same eligibility rules, benefits and premiums as the CONUS program. See **Fact Sheet 8: TRICARE Dental Program**, for more on this. be sure to check with your remote medical/dental point of contact to ensure enrollment has taken effect

before receiving any civilian dental services.

Because of the possibility of incurring high dental bills in some foreign locations, we recommend you seek pre-determination from UCCI before receiving dental care that may involve out-of-pocket costs. The pre-determination process lets you know the total costs before receiving any care and may take up to six weeks.

Although enrollees seeking *non-orthodontic* dental care in remote locations are not required to have a nonavailability form, they may contact their medical/dental POC to locate a dentist in their area. A nonavailability form and referral form are required for all *orthodontic* care in remote overseas locations. Contact the TRICARE Europe Office at DSN 496-6358 or civilian (49) 6302-67-6358 for information on the dental program or for orthodontic referrals. You may also contact UCCI at (717) 975-5017 (not toll-free), 1-888-418-0466 toll free by using your country's AT&T access code or e-mail them at oonus@ucci.com.

A family member who returns to CONUS and seeks dental care will incur costs based on CONUS dental benefit rules.

Remote Site Pharmacy Services

Prescription medications are available through the following remote site pharmacy coverage options:

- **National Mail Order Pharmacy.** Eligible beneficiaries may use the National Mail Order Pharmacy (NMOP) Program, DoD's timesaving and inexpensive mail order service, for maintenance prescriptions. Only prescriptions from U.S.-licensed providers can be filled through NMOP. This service offers low co-payments, allows phone-in refills, and delivers free to US or APO/FPO addresses only. Contact the NMOP at (toll-free from CONUS only) 1-800-903-4680 or call 001-614-421-8211, Monday through Friday, 8 a.m. – 12 midnight EST, Saturday 8 a.m. – 6 pm EST, or Sunday 9:30 a.m. – 6:30 p.m. EST. You may also refill prescriptions via the Merck-Medco web site at <http://www.merck-medco.com>.
- **Military Pharmacies.** You may fill prescriptions at military treatment facility pharmacies while on TDY or leave in Europe or in CONUS.
- **Civilian Pharmacies.** You may purchase prescription drugs from local area pharmacies and file the claim to the overseas claims processor, Wisconsin Physician Services.

www.europe.tricare.osd.mil

*Visit us online
for the latest
information on your
TRICARE
Europe Prime
Remote health*

